# Build a Job Aid

Job aids are a type of help/performance support used during and/or after training to complete a task.

**Types of job aids**
- *Checklists* - Lists of items to consider when planning or evaluating.  Order is not important.
- *Cookbooks* - Step-by-step lists where the order of steps, or sequence, is important.
- *Decision tables* - Charts or diagrams with options and criteria listed to guide choices in decision-making. Useful for tasks that require fairly straightforward decisions.
- *Forms/Worksheets* - Formats with blank areas to be completed.  Useful when responses must be documented or saved for future reference.
- *Reference Sources* - Listings that contain detailed information.
- *Flowcharts* - Visuals that display the "chain" of questions, answers, and resulting actions. Useful for decisions that require several steps and questions that branch to various sub-tasks.
- *Decision Worksheets* - Allow the participant to record information about the presence of key criteria, which may affect a decision. Useful for tasks requiring an analysis of independent factors that influence a decision or provide a comparison of alternatives.

**Job aid advantages**
- Job aids can be effective cross-job training tools. When staff is reassigned or asked to fill slots temporarily, on-the-job training is needed. Job aids can help fill that need.
- Job aids emphasize performance management. They enhance the value of training and education by emphasizing on-the-job results. Employees will make fewer errors and often do the job in less time.
- Training may be smoother because job aids are flexible and easier to revise than instruction materials.

**Choosing the type of job aid**
The following decision table can be used to assist training designers and developers in selecting the most appropriate type of job aid. This decision table is not an exhaustive list of all the types of job aids available, and should therefore only be used as a guide.

| If the performance is: | And there are: | Then consider using a: |
|---|---|---|
| A series of tasks | No written responses | Cookbook |
| | Written responses | Checklists forms/worksheets |
| Decisions without a series of tasks | One, two, or three factors | Decision table |
| | Four or more related factors | Flowchart |
| | Four or more unrelated factors | Decision worksheet |
| Decisions with a series of tasks | Predominantly tasks with decisions embedded | Step-by-step list with an embedded decision table |
| | Predominantly decisions with tasks embedded | Decision table with an embedded step-by-step list |